



Annual Report

July 2005-June 2006

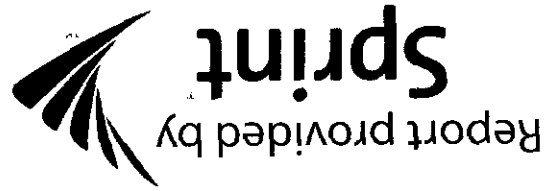


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Sprint Nextel
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Kenneth W. Brown III
Account Manager

Dear Office of Disability Services and Communication Access Council:

The fiscal year of July 2005–June 2006 has demonstrated once again that Sprint Relay Nevada continues to deliver the highest quality and functionally equivalent services to meet our customers' communication needs. Sprint Relay Nevada has provided outstanding telecommunications relay services, some of which include: TTY-to-Voice, Voice-to-TTY, Speech-to-Speech, and Voice Carry-Over. Sprint has been proud of our ability to meet and exceed the requirements put forth by the State.

Relay Nevada continues to experience a decrease in telecommunications relay service (TRS) call volume, due to the rise in Internet-supported relay calls, video relay services, and wireless communication. There also has been a steady increase in the number of Captioned Telephone (CapTel) calls, which has contributed to the decrease in traditional Voice Carry-Over calls.

Major TRS accomplishments from July 2005 to June 2006 include:

- Establishing 2-Line CapTel,
- Exhibiting Relay Nevada and Sprint Relay at the Latin Chamber of Commerce, which attracted over 3,200 participants,
- Being interviewed for 30 minutes via television and radio, and
- Promoting "Don't Hang Up on Relay" public service announcements on television stations.

In the Sprint field, we launched a brand-new identity, with a new logo and colors, after merging with Nextel to allow increased wireless capabilities.

Sprint is grateful to be given the opportunity to provide Nevada with superior telecommunication relay services. We would like to thank the Office of Disability Services and Communication Access Council members for their support during FY 2005–2006.

Can you continue to expect a future full of possibilities? Sprint and Nextel has come together to offer more choices and flexibility. We are the new Sprint, and YES, YOU CAN!



Sincerely,

Kenneth W. Brown III
Account Manager
Relay Nevada



Relay Nevada Enhancements

Telecommunications Service Priority Program

Sprint announced on October 31, 2005, that it had completed all milestones in enrolling its telecommunications relay service (TRS) in the FCC's Telecommunications Service Priority (TSP) program. On May 11, 2005, Sprint began implementing TSP throughout its network. On October 31, Sprint successfully activated all 14 call centers under the TSP program. Our participation in the TSP program strengthens our already-robust reliability.

In 1988, the TSP program was established to prioritize the restoration of telephone service to critical facilities and agencies at times when telecommunications companies are typically overburdened with service requests, such as after a natural disaster. In the event of a regional or national crisis, the program restores telephone services most critical to national and homeland security on a priority basis.

The Sprint TRS network is designed to reroute traffic to other Sprint Relay centers across the country to provide uninterrupted service. However, if a national or regional emergency causes service to be disrupted and the relay call center is unable to receive or place calls, Sprint's participation in the TSP program means that Local Exchange Carriers (LECs) are required to restore service to the relay call centers as rapidly as possible, consistent with the priority status assigned to the relay call centers. Unlike other TRS providers, when a disaster occurs, Sprint TRS has the ability to reroute calls immediately to unaffected relay call centers and continue processing calls with minimal customer impact.

The Sprint relay call centers participating in TSP are:

- Albuquerque Switch (Albuquerque, NM and Honolulu, HI)
- Austin Switch (Austin, TX and Lubbock, TX)
- Dayton Switch (Dayton, OH and Cayce, SC)
- Independence Switch (Independence, MO)
- Jacksonville Switch (Jacksonville, FL)
- Lemoore Switch (Lemoore, CA)
- Miami Switch (Miami, FL)

- Sioux Falls Switch (Sioux Falls, SD and Moorhead, MN)
- Syracuse Switch (Syracuse, NY and Holyoke, MA)

The TSP program ensures that the Sprint relay call centers are placed on a priority basis to re-establish telephone service for Relay Nevada users. Sprint is proud to voluntarily comply with the FCC's TSP program.

Customer Contacts Online Database

To further support the existing Sprint Relay complaint resolution process, we have developed a Customer Contacts Online Database (CCOD), which serves as a seamless and timesaving device for documenting customer contacts. The CCOD tracks customer contact information as required by the FCC, which assists the Sprint Relay contracted states in obtaining recertification from the FCC.

The CCOD also automatically notifies the account managers via e-mail of any complaint or commendation entry, ensuring that they receive timely notification of these responses. Sprint resolves all customer contacts and concerns within 30 days. The account managers then ensure that community feedback is addressed expeditiously and are available to respond to all consumer concerns. Sprint exceeds the FCC guidelines regarding customer contacts.

Abbreviations at a Glance

CAC: Communication Access Council

CCOD: Customer Contacts Online Database

LEC: Local Exchange Carrier

FCC: Federal Communications Commission

ODS: Office of Disability Services

TRS: Telecommunications Relay Service

TSP: Telecommunications Service Priority

What is CapTel?



CapTel is an assistive technology aimed at easing communications for the more than 24 million Americans who are hard of hearing, have experienced hearing loss later in life or are deaf with good vocalization skills.

CapTel with True Caller ID is available through

Sprint in 25 states, including Nevada. Active and retired hard of hearing federal government employees (civilian, military and federally recognized U.S. tribal members) also can take advantage of CapTel services through Federal Relay.

CapTel is leading-edge technology developed by Ultratec, Inc. of Madison, WI, that requires a special CapTel-equipped phone in order to place a call through the CapTel Relay Service. The CapTel phone works like any traditional phone with callers talking and listening to each other, but with one very significant difference: live captions are provided for every call.

The captions are displayed on the CapTel phone's built-in screen so the user can read the words while listening to the voice of the other party. This allows conversations to flow more naturally, allowing for normal interruptions and expressed emotions. CapTel services are available 24 hours a day, 7 days a week, 365 days a year.

For more information, visit www.sprintrelay.com.

CapTel with True Caller ID

As of August 29, 2005, True Caller ID is available to all CapTel customers of Sprint. CapTel customers do not need to make any changes to their equipment; users who subscribe to Caller ID through their local telephone company can now view the name and number of the person calling on their Caller ID box.

2-Line CapTel

If a CapTel user prefers to receive a CapTel call directly from the caller instead of the captioning service, the solution is called 2-Line CapTel. A CapTel phone is equipped for two-line capabilities, which allows a CapTel user to receive captions on every call, at any time in the call. With 2-Line CapTel enabled, a CapTel user can:

- Receive captions on all incoming calls (the caller dials you directly, instead of placing the call through the captioning service).
- Turn captions on at any point during a conversation.
- Give callers one telephone number (there is no separate captioning service number for callers to remember).
- Get full captioning for every type of call, including emergency calls and calls through relay.
- Share a call without interrupting captions (others can also pick up an extension line).

Note: Using CapTel in 2-Line mode is optional, and requires a second analog telephone line.

Improving the Customer Experience

Sprint has begun a new and ambitious project called "Improving the Customer Experience, Voice and Signs of the Customer" (ICE). ICE is an ongoing and continuous project to improve the customer experience when using relay. This project began with focus groups and one-on-one interviews with TRS users, which were hosted during 2005 and 2006 in Rochester, NY, Denver, CO, Austin, TX, and Washington, DC. The focus groups have been a wonderful experience and Sprint is truly hearing the voice of the relay user.

Based on feedback and input received through the ICE program from both customers and internal staff, we are preparing to implement the first set of improvements to Sprint Relay that begins August 22, 2006. A few of these changes are internal, affecting the training and operations of Communication Assistants (CA) and some are external, improving the experience of the relay user.



Sprint Relay Product Enhancements

(available in Nevada)

Sprint Video Relay Service

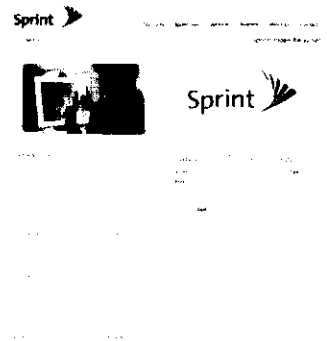


*Videophone with
a television set*

Sprint Video Relay Service (VRS), as of November 1, 2005, is available any time, 24 hours a day, 7 days a week, 365 days a year. Sprint VRS enables users who use sign language to communicate using videoconferencing technology, with an interpreter via the Internet. The interpreter relays the signed conversation over a standard phone in real time to the hearing caller. By using sign language over the full-

motion video, the sign language user can communicate in their natural language and convey facial expression and cues to ensure nothing gets lost in the translation. The sign language user needs a videophone with a television or a Web cam with a computer.

Additionally, the Sprint VRS Web site was updated with a crisp and clean look, along with the new Sprint logo and colors.



Sprint VRS Web site

Sprint Video Relay Service: Features

Sprint VRS provides additional features that enhance the service and make the experience convenient, beneficial and enriching for our users.

- **Announcements:** Get the latest Sprint press releases, announcements and more.
- **Sprint VRS Mail:** Receive VRS Mail when you are unavailable to receive a call from a hearing caller. When you receive a VRS mail, play the video on your computer to view the recorded message in sign language.
- **Manage Your Account:** Your Sprint VRS profile allows you the flexibility of creating your own user settings to expedite your VRS calling needs.
- **New Member:** Sign up to customize your profile with your VRS preferences and to receive Sprint VRS mail.
- **Current Member:** Your user profile provides the video interpreter with preferences that state whether you are a Voice Carry Over user or Spanish user, if you have VRS mail, answering machine greetings, pager notification settings, and privacy settings.
- **Phonebook:** Save your frequently dialed numbers to access your VRS calls quickly and easily.
- **Wallet Cards:** Print, cut out and share your VRS number to friends, family and businesses so they can call you via VRS.
- **Customer Service Support:** Sprint VRS offers several choices to meet your customer service needs, such as: live chat on video, e-mail, TTY, voice or fax.

Additional information online includes operating hours, types of calls, call procedures, and frequently asked questions as well as technical requirements, troubleshooting tips and instructions.

Sprint Video Relay Service: VCO & Spanish

On November 1, 2005, Sprint launched two new VRS enhancements to support sign language users: Sprint VRS Voice Carry-Over (VCO) and Spanish VRS. VRS hours were extended to 24 hours a day, seven days a week, 365 days a year.

VRS VCO

Sprint VRS VCO allows a deaf or hard of hearing user who prefers to voice for himself or herself to speak directly to the other party as a video interpreter signs what the hearing person says. Based on the VCO user's



communication preferences, the video interpreter will use American Sign Language, English-based sign language, or English-based sign language (close-up) option for those who benefit from speech reading.

To access VRS VCO:

Videophone users: Add SprintVRSVCO.tv to the videophone address book and click on it to dial.

Web cam users: Type SprintVRS.com in the browser and click on VCO.

Spanish VRS

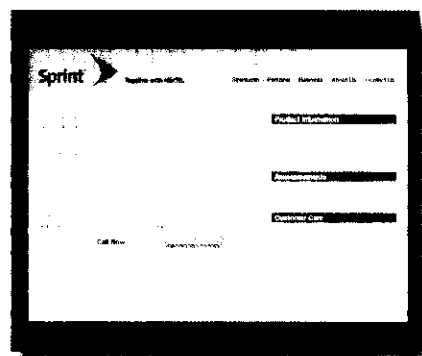
Through Spanish VRS, video interpreters will translate American Sign Language to spoken Spanish and vice versa. Spanish VRS operating hours are 7:00 a.m. to 8:00 p.m., Eastern Standard Time, Mondays through Fridays.

To access Spanish VRS:

Videophone users: Add Spanish.sprintvrs.tv to the videophone address book and click on it to dial.

Web cam users: Type SprintVRS.com in the browser and click on Spanish.

Sprint Internet Protocol Relay



Sprint IP Relay Web site

Sprint launched a major enhancement to its Internet relay service on November 22, 2005, providing a more user-friendly layout, a shorter Web site address and faster user connectivity.

SprintIP Relay is a free service that allows people who are deaf or hard of hearing to enjoy the ease of communicating with hearing individuals from any computer without having to use traditional TTY equipment. The new flash-enabled Web site offers convenient new features for customers as they use SprintIP Relay, such as:

- Clean and crisp new look.
- One-time set up for user preferences, such as font sizes and colors.

- Resizable windows to better manage multiple views on the computer screen.
- Simplified printing function.
- Available on several browsers, such as Internet Explorer, Netscape, Safari and Firefox.
- Compatible with various operating systems, including Apple/Macintosh.

SprintIP on AIM

Sprint IP Relay offers an access method for AIM® (AOL Instant Messenger) users on a PC, Macintosh and wireless devices.

- SprintIP is the screen name to connect with Sprint IP Relay.
- Add SprintIP to the AIM® Buddy List™ feature to place a relay call using a Sprint Operator. For Spanish relay service, type "Espanol" to connect with a Spanish speaking relay operator.
- 'GA' is not required when using AIM®. Users will not see 'GA' coming from the operator.

SprintIP Wireless via Blackberry Pagers

The free Sprint IP Wireless download application allows Blackberry users to access Sprint IP Wireless Relay and connect with a relay operator. The relay operator will connect to a standard telephone voice user and relay the conversation between the two callers.

The Sprint IP Wireless application may be downloaded to Blackberry devices (including 7250, 7290, 7520, 8700, and 7105) with an operating system of version 3.7 or higher, supported by Sprint and other wireless networks.



For more information on Sprint VRS, visit www.sprintvrs.com.

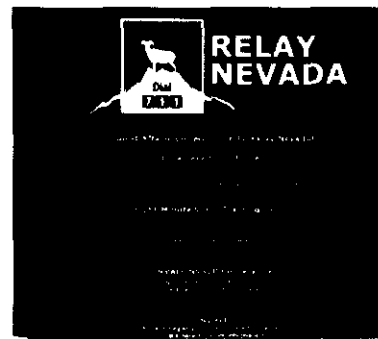


Relay Nevada Outreach and Marketing

Relay Nevada Web Site

Nowadays, more and more people depend on the Internet to access information they need to learn about a particular product or service. To meet the needs of customers who use the Internet, Relay Nevada provides Relay information at their fingertips at: www.relaynevada.com. The Relay Nevada Web site contains links such as:

- About Relay Nevada
- Relay Numbers
- Type of Service
- CapTel Newsletters
- Equipment Distribution Program
- Other Services Provided by Sprint
- Five video clips about Relay Nevada, including a CapTel clip in Spanish
- And more!



Relay Nevada Web Site

Public Service Announcements



*Relay Nevada
Public Service Announcement*

Relay Nevada generated additional awareness of its services by creating public service announcements (PSA) for television and radio stations. In December 2005, Relay Nevada launched the PSA campaign, which was aired on television and radio stations, exposing thousands of people to this information. The PSA was the result of creating a TRS script, practicing lines, going to the studio for filming, editing the film, adding open captions and adding the Relay Nevada Web site address, contacting television stations, and securing airtime—all which took a few months of preparation.



*Relay Nevada
Public Service Announcement*

In addition to the TRS PSA, Relay Nevada created a PSA about the CapTel phone and service. The CapTel has two versions: one in English and one in Spanish. For five months, the total value of the PSA was \$294,500 – yet Nevada only paid \$32,000, representing a cost savings of \$262,500, not to mention valuable exposure and education about relay services! *More about the PSA is in the appendix.*

Training for Emergency Personnel

Training on relay services and products is essential for emergency personnel to ensure that they are knowledgeable about current technology and how to use these tools in times of crisis.

The account manager provided three separate training sessions on the use of TTY and other relay services to the North Las Vegas police department personnel and 911 dispatchers on March 31, April 7, and April 14, 2006.



Outreach Efforts

Relay Nevada, in collaboration with outreach vendors, promoted relay service awareness by providing demonstrations, presentations and materials to various groups (*see box below*) between July 2005 and June 2006. Products included TRS, video relay, Internet relay and wireless relay.

In 2006, the Sprint Account Manager for Relay Nevada:

- Visited the Veterans Affairs office to discuss options from Federal Relay for deaf/hard of hearing employees.
- Performed a line check/test to use with a CapTel phone at the Las Vegas Metropolitan Police Department (LVMPD) for one of their employees.
- Met with the Office of Disability Services (ODS) contract administrator and the Nevada Broadcasters Association in Reno to discuss a radio and television campaign performed at minimal cost.
- Exhibited Relay Nevada and CapTel at the Senior Health Fair with over 200 participants and agencies.
- Presented on 711, Caller ID, Call Release, and User's Profile to over 60 senior citizens.
- Configured videophone settings to a static IP address for two DSL customers.
- Exhibited Relay Nevada and Sprint Relay at the Latin Chamber of Commerce where 3,200+ attended.
- Attended Senior Health fair in Henderson where 150 persons were present.
- Presented on Caller ID, call release, and other relay products to the Silver Belles where 50 individuals attended.
- Interviewed in Reno, with ODS Contract Administrator Betty Hammond, by the Nevada Broadcasters Association.
- Exhibited Relay Nevada at Community College of Southern Nevada for a "Road to Academic Success" event, with over 100 in attendance.
- Interviewed, with ODS Contract Administrator Betty Hammond, by Bob Fisher for a 30-minute television spot and radio airings that were broadcast over a weekend.
- Exhibited at the Aviation Nation 2005 in Las Vegas where 150,000-plus attended. Placed a CapTel advertisement in the Aviation Nation magazine.
- Hosted "Movie Night with Sprint Relay" with 130-plus in attendance, raising \$1,400 for the Las Vegas Charter School of the Deaf.
- Promoted CapTel to senior citizens in Laughlin during its Winter Break 2006 event; over 2,500 attended.
- Attended the Customer Electronics Show in Las Vegas.
- Participated in the Nevada Homeland Security working group, a two-day workshop with high-level government executives from Nevada where over 70 people attended.
- Discussed with a Vocational Rehabilitative counselor on VRS and wireless solutions for clients in Southern Nevada.
- Provided three separate training sessions on use of TTYs and other relay products to police department personnel and 9-1-1 dispatchers from the North Las Vegas police department, with a total of 40 attendees.
- Participated in the "Fun Day" event hosted by the Lyons School District and DHHARC in Silver Springs, with over 150 students, teachers, and parents attending.
- Exhibited Relay Nevada and Sprint Relay at the First Annual ASL Festival at the Clark County Government Center; 300-plus attended.
- Exhibited Relay Nevada at the Senior Fest 2006 inside the Parklane Mall in Reno where approximately 5,000 senior citizens attended.
- Presented at the DHHARC Parents' Night at the Clark County Library; 30-plus attended.



Relay Nevada Outreach and Marketing

(continued)

Public Education and Promotions

Sprint/Relay Nevada materials and giveaways were distributed at various events. Some materials were distributed in person, and others were distributed through various non-profit agencies and organizations as well as via mail. These included:

- Sprint Relay DVDs and videotapes
- Relay Nevada PSA posted online at www.relaynevada.com
- Speech-to-Speech videotapes
- Relay Nevada brochures outlining each relay service and product
- Relay Nevada pens
- Relay instruction wallet cards
- 800 toll-free numbers magnets
- Relay Nevada canvas bags
- Sprint plastic bags
- Relay Nevada sunshades
- Video relay service flyers and posters
- Sprint IP flyers and postcards
- Enhanced Turbo Code Dial flyers
- Logitech 4000 Web cameras
- D-Link DVC-1000 videophones



*Kenneth Brown and David Strom
at Aviation Nation in Las Vegas.*

In addition to the television and radio public service announcements mentioned earlier in this report, Relay Nevada also placed advertisements and articles in regional newsletters within the state and sponsored organizations and/or events in exchange for an opportunity to exhibit, present or advertise Relay Nevada or Sprint Relay services.

Relay Nevada TRS Statistics



The charts on the next several pages indicate the trends of our annual call volume. The numbers reflect the availability and usage of the technology that is provided by Relay Nevada and Sprint. As indicated in the account manager's letter, session minutes continue to show a drop in calls over the past years. This is the result of consumers utilizing alternative modes of communication such as e-mail, VRS, wireless pagers, Internet services, and faxes.

Total Billable TRS Session Minutes

The following charts indicate the trends of our annual TRS minutes. The numbers reflect the traditional relay services (TTY, Voice, TTY and Voice Spanish, VCO, TeleBraille, STS, and others) that are currently provided by Relay Nevada. The billable session minutes continue to show a drop in calls over the past years, with the below chart indicating statistics from January 2005–June 2006:

Total Billable TRS Session Minutes	
January–December 2005	902,192
January–June 2006	351,293

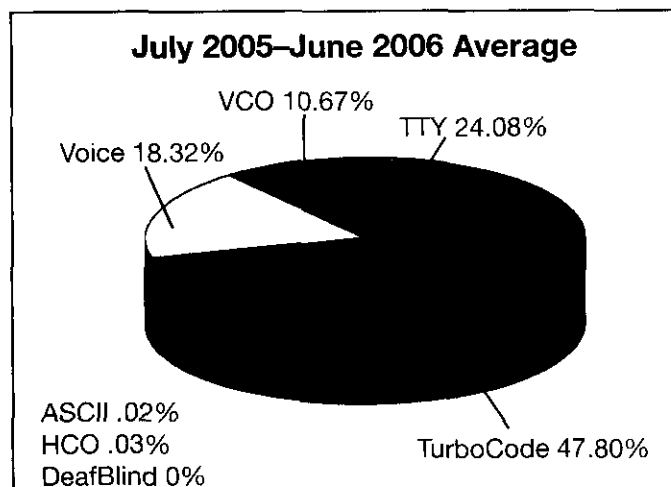
If the statistics from the first six months from January to June 2006 is multiplied twice (to indicate what the next 6 months will bring), the total will be approximately 702,586, which is 200,000 minutes less than in 2005.

CapTel Statistics

CapTel became a full service for Relay Nevada customers in October 2004. From October 2004 to June 30, 2005, a total of 61 CapTel phones were distributed to Relay Nevada customers. From July 1, 2005 to June 30, 2006, the total distributed was 123, for the grand total of 184 CapTel phones distributed in two years.

Call Origination

The chart indicates that most Relay Nevada calls are being originated by TurboCode TTY users. This follows a similar pattern in other states.





Relay Nevada TRS Statistics

(continued)

Speed of Answer

The charts below illustrate that Sprint has exceeded the speed of answer requirement throughout the year. "Speed of answer" identifies the number of seconds required to answer a call. The daily requirement is 85% of all calls being answered within 10 seconds.

The Average Speed of Answer (ASA) for July 2005–June 2006 was 2.42 seconds and the average Service Level (SVL) was that 91.4% of calls were answered within 10 seconds.

Speed of Answer (July 2005–June 2006)	
Average Speed of Answer	2.42 seconds
Service Level (calls answered within 10 seconds)	91.4%

Customer Service Contact Data

Sprint Customer Service is responsible for handling customer requests such as:

- Registering Customer Database profiles
- Responding to reports of technical issues
- Sending relay information materials
- Receiving customer suggestions, comments and complaints

Each request from a relay user is given full attention and every effort is made to satisfy the customer. The following chart illustrates the number and call types that were received from customer requests including commendations, complaints and information requests.

The most common types of complaints were that the Communication Assistant (CA) did not follow customer instructions, technical problems, or the CA did not relay the calls properly. The most frequent commendation Relay Nevada users made about the relay was the CA did a great job relaying the call. Follow-up calls to the complainants often reveal the user's misunderstanding of the process involved during the call. This information is shared with the FCC on a yearly basis.

Call Types Received (July 2005–June 2006)						
	July	Aug.	Sept.	Oct.	Nov.	Dec.
Commendations	0	2	0	0	1	0
Complaints	1	1	2	1	0	0
Inquiries	61	71	74	95	75	170
	Jan.	Feb.	March	April	May	June
Commendations	0	0	0	0	1	0
Complaints	1	3	2	1	2	0
Inquiries	152	76	105	95	98	98

Total Commendations: 4

Total Complaints: 14

Total Inquiries: 1,000

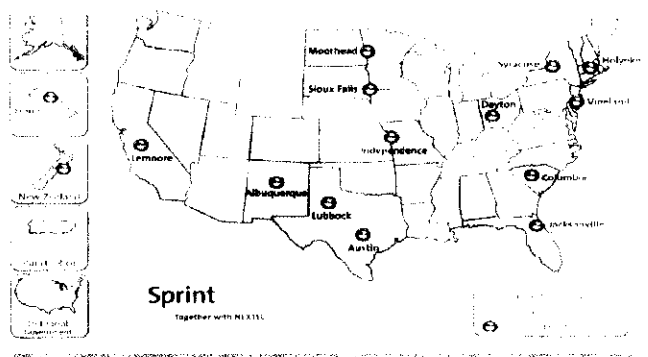
The appendix includes the full Relay Nevada Traffic Report.

Sprint Industry Report



Sprint Relay Accounts

Sprint currently provides relay services to 31 states, the federal government, Puerto Rico and New Zealand. In 2005, Sprint was awarded two new state TRS contracts, to provide relay services for Delaware and New Jersey. The map below indicates which states are served by Sprint Relay.



Product Enhancements in 2005

Sprint implemented several key enhancements to the Telecommunications Services Priority Program, Caller ID Network, Customer Contact Online Database, Video Relay Service, Internet Relay and Relay Conference Captioning. The Sprint Relay outreach teams have gone above and beyond to increase awareness of these exciting new products across the country by offering extensive hands-on product training and demonstrations at trade shows, state events, and non-profit organizations, as well as with business associates and individuals. Our team strongly believes in keeping relay users informed of all new technologies.

Available Sprint Relay Product Enhancements (not available in Nevada)

Relay Conference Captioning

Sprint and Caption Colorado jointly developed Relay Conference Captioning (RCC), which combines real-time captioning with relay conference services to enable deaf and hard-of-hearing individuals to fully participate in conference calls. RCC is currently provided in Arkansas, North Carolina, and through the Federal Relay Service.

RCC uses the same high-quality stenocaptioners that provide closed-captioning for live news, sports and weather on television. Real-time text is streamed to an internet-connected computer anywhere in the world, and does not require a high-speed Internet connection; dial-up (56k) will work. RCC has user-friendly features, including:

- Language preferences (English or Spanish)
- Background color options
- Text color/size options
- Text transcript of teleconference conversation
- Online customer support
- New features under development.



Supporting Team Members

Sprint Government Systems Division

Tony D'Agata
Vice-President & General Manager
Sprint GSD

Mike Ligas
Assistant Vice President
Sprint TRS

Business Service Operations | Sprint Business Solutions

Operations
Lori Lockhart
Director

Ron Peay
Vendor/Subcontractor Operations

Mary Cole
Curriculum and Training

Billing
Lisa Hernandez
Engineering

Roy Monica
Design & Development

Michael Haines
Engineering & Implementation

Delwin Coleman
System Maintenance

Sales
David Strom
Account Executive

Mike Baer
Senior Account Executive

Mike Ellis
Senior Manager

Customer Service
Brian Adamson
Customer Service Supervisor

Kenneth W. Brown III
Account Manager

John Moore
Customer Relations Manager
Western Division

John Hogue
Program Manager

Business Development
Paul Ludwick
Manager of Business Development

Contracts
Don Rawlings
Contracting Officer

Appendices





Relay Nevada Traffic Report

Relay Nevada Traffic Report: July 2005-June 2006

	July	Aug.	Sept.	Oct.	Nov.	Dec.	Jan.	Feb.	March	April	May	June	TOTAL
MINUTES OF SERVICE													
Total Minutes	94,258.81	100,050.62	86,144.66	91,009.99	82,792.26	82,062.65	83,339.84	70,831.62	83,237.03	72,704.88	78,937.18	75,382.21	1,000,752.70
Less Interstate	-11,293.70	-11,429.89	-10,771.26	-13,872.66	12,890.08	12,413.01	-11,874.89	-9,841.57	12,218.20	-11,824.96	14,336.89	-11,052.02	-143,819.13
Less International	-73.41	-46.05	-101.68	-120.39	-221.60	-46.04	-30.19	-43.38	-94.13	-62.63	-63.34	-2.10	904.94
Less Toll Free Usage	-6,728.54	-9,321.55	-7,589.57	-7,063.28	-7,575.65	-7,258.21	-7,843.93	-6,548.76	-7,202.05	6,277.15	6,580.29	-7,516.56	87,303.54
Less Interstate Dir. Asst.	-38.18	-16.27	47.37	-60.83	-18.24	-4.12	-21.18	18.19	-24.41	-5.55	-4.82	-44.96	304.13
Less 900 Asst.	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Add Speech-to-Speech	1.47	11.41	41.97	5.91	3.21	39.40	9.03	6.44	100.57	18.89	25.25	30.70	294.25
TOTAL BILLABLE MIN	76,127.44	79,338.27	67,676.75	60,898.74	62,089.90	62,380.67	63,778.66	54,398.16	63,798.81	54,553.48	57,977.09	56,797.27	768,805.26
TOTAL NUMBER OF RELAYED CALLS													
Local	11,851	12,347	12,798	13,117	12,256	12,498	12,308	10,641	12,093	10,975	11,385	12,298	144,567
Intrastate	390	392	452	484	492	487	353	333	301	314	302	318	4,618
Interstate	1,421	1,665	2,508	2,886	2,810	2,701	2,571	1,522	1,598	1,415	1,483	1,699	24,239
Dir. Asst. Calls	67	45	58	70	69	71	64	53	40	37	41	54	670
International Calls	12	16	31	130	98	14	16	7	15	18	20	1	378
Toll-Free Calls	1,242	1,620	1,632	1,606	1,548	1,556	1,543	1,522	1,598	1,415	1,483	1,659	18,424
Marine Calls	-	-	-	-	-	-	-	-	-	-	-	-	-
900	-	-	-	-	-	-	-	-	-	-	-	-	-
Other Calls	-	-	-	-	-	-	-	-	-	-	-	-	-
TOTAL	14,983	16,066	17,479	18,293	17,273	17,327	16,855	14,728	16,476	15,139	15,873	16,738	197,251
General Asst. Calls	13,140	12,718	11,180	12,274	11,070	12,186	12,328	10,560	11,941	11,035	11,132	-	129,564+
Busy Ring/No Ans. Calls	3,683	4,318	3,632	3,895	3,967	3,894	4,026	3,422	3,664	3,272	3,199	4,202	45,174
TOTAL NBR OF RELAYED CALLS	31,806	33,122	32,291	34,462	32,310	29,513	29,183	25,289	28,417	26,174	27,005	16,738	346,310
COMPLETED CALLS BY DEVICES													
TTY	4,807	4,805	3,766	4,182	3,968	4,388	4,299	3,330	4,092	3,335	3,670	3,841	48,463
Spanish-Speaking	112	76	79	98	75	125	126	96	69	69	65	43	1,033
Speech Impaired	-	-	-	-	-	-	-	-	-	-	-	-	0
Turbo Code	9,075	10,036	8,790	9,110	8,371	7,791	7,616	7,131	7,612	7,270	7,177	7,520	97,499
Spanish-Speaking	74	53	112	107	79	49	65	53	35	37	27	69	760
Speech Impaired	-	-	-	-	-	-	-	-	-	-	-	-	0
ASCII	9	14	10	9	6	4	3	0	-	-	-	1	56
Spanish-Speaking	-	-	-	-	-	-	-	-	-	-	-	-	0
Speech Impaired	-	-	-	-	-	-	-	-	-	-	-	-	0
Voice	3,319	3,707	3,378	3,449	3,291	3,360	2,939	2,546	2,858	2,647	3,077	2,931	37,502
Spanish-Speaking	10	15	16	19	23	14	2	15	12	4	13	13	156
VCO	1,426	1,817	1,535	1,563	1,637	1,784	1,991	1,721	1,906	1,887	1,949	2,442	21,658
Spanish-Speaking	-	2	-	1	-	-	0	0	-	-	1	-	4
HCO	30	25	-	-	-	-	7	1	8	-	-	3	74
DeafBlind Baudot	-	-	-	-	-	-	-	-	-	-	-	-	0
TOTAL	18,666	20,404	17,479	18,293	17,273	17,327	16,855	14,728	16,476	15,139	15,873	16,738	205,252
PERCENTAGE OF CALLS													AVERAGE
TTY	26.35%	23.92%	22.00%	23.29%	23.41%	26.05%	26.25%	23.26%	25.25%	22.48%	23.53%	23.20%	24.08%
Turbo Code	49.01%	49.45%	50.93%	50.39%	48.92%	45.25%	45.57%	48.77%	46.41%	48.27%	45.39%	45.34%	47.80%
ASCII	0.05%	0.07%	0.06%	0.05%	0.03%	0.02%	0.02%	0.00%	0.00%	0.00%	0.00%	0.01%	0.3%
Voice	17.83%	18.24%	19.42%	18.96%	19.18%	19.47%	17.45%	17.39%	17.42%	17.51%	19.47%	17.59%	18.32%
VCO	7.64%	8.91%	8.78%	8.55%	9.48%	10.30%	11.81%	11.68%	11.57%	12.46%	12.29%	14.59%	10.67%
HCO	0.17%	0.12%	0.00%	0.00%	0.00%	0.00%	0.04%	0.01%	0.05%	0.00%	0.00%	0.02%	0.3%
DeafBlind	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%



Relay Nevada Traffic Report: July 2005-June 2006

	July	Aug.	Sept.	Oct.	Nov.	Dec.	Jan.	Feb.	March	April	May	June	TOTAL
AVERAGE LENGTH OF CALL BY DEVICE													AVERAGE
Avg. Length of Calls to Relay Nevada	3.70	3.91	3.83	3.80	3.75	3.53	3.67	3.59	3.68	3.49	3.65	3.67	3.69
Avg. Length of Calls Placed	5.03	6.21	4.92	4.97	4.78	4.73	4.93	6.26	6.49	6.12	6.22	6.01	5.55
TTY	4.03	3.80	4.02	3.77	3.52	3.32	3.62	3.38	3.75	3.62	3.53	3.82	3.68
Spanish-Speaking	2.55	4.77	3.17	2.78	5.25	3.03	3.52	4.67	4.82	3.70	4.55	2.95	3.81
Turbo Code	3.35	3.43	3.40	3.37	3.40	3.23	3.45	3.18	3.33	3.98	3.38	2.93	3.37
Spanish-Speaking	6.43	3.22	3.45	3.28	7.27	5.72	4.40	3.42	3.50	2.45	2.12	0.93	3.85
ASCII	2.05	2.43	0.00	0.00	2.82	0.70	3.88	0.00	0.00	0.00	0.00	0.50	1.03
Voice	2.13	2.03	2.18	2.53	2.03	1.93	2.00	2.05	2.02	1.88	1.87	1.75	2.03
Spanish-Speaking	0.60	0.73	1.55	1.37	0.72	0.47	14.48	.10	.15	.28	.75	1.70	1.91
VCO	4.97	4.47	4.52	4.33	4.10	4.57	4.70	5.17	5.23	5.17	5.35	3.35	4.66
Spanish-Speaking	0.00	0.73	0.00	11.70	0.00	0.00	0.00	0.00	0.00	0.00	0.67	0.00	1.09
HCO	7.18	6.83	0.00	0.00	0.00	0.00	14.15	12.83	18.85	0.00	0.00	6.17	5.50
Deaf/Blind Baudot	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Speech-to-Speech	0.49	???	3.04	0.76	0.55	3.90	0.13	0.49	5.68	0.96	1.38	1.48	1.71
NUMBER OF CALLS TO RELAY													
Offered	25,990	26,585	23,109	24,603	22,570	23,941	21,154	20,201	23,009	21,445	22,190	21,026	275,823
Answered	25,381	25,587	22,412	23,905	21,983	23,219	20,585	19,724	22,590	20,813	21,581	20,488	268,269
In Queue	25,990	26,585	23,109	24,603	22,570	23,941	21,154	20,201	23,009	21,445	22,190	21,026	275,823
Abandoned in Queue	609	998	697	698	587	722	568	477	419	632	609	538	7,554
Inbound	25,381	25,587	22,412	23,905	21,983	23,219	22,694	19,723	22,590	20,813	21,581	20,488	270,376
Outbound	31,806	33,122	32,291	34,462	32,310	29,513	29,183	25,287	28,400	26,174	27,005	27,359	356,912
Blockage	60	-	-	-	-	-	-	-	-	-	-	-	60
SPEED OF ANSWER													AVERAGE
Speed of Answer	2.1	2.5	2.5	2.7	2.4	2.5	2.5	2.4	2.4	2.4	2.5	2.2	2.43
Service Level	93%	91%	91%	90%	92%	92%	92%	92%	91%	91%	90%	92%	91.42%
CUSTOMER CONTACTS													
Complaints	1	1	2	1	-	-	1	3	2	1	2	-	14
Commendations	-	2	-	-	1	-	-	-	-	-	1	-	4
Inquiries	61	71	74	95	75	-	152	76	105	95	98	98	1,000
TOTAL	62	74	76	96	76	-	153	79	107	96	101	98	1,018



Relay Nevada PSA Spots Aired

(continued)



Relay Nevada

Total Dollar Return and Spots Aired for November 2005

Region	Total Estimated Value
Southern Radio	\$45,300.00
Southern Television	\$0.00
Northern and Rural Radio	\$17,775.00
Northern and Rural Television	\$0.00

Monthly Total	\$63,075.00
Year to Date Total	\$113,675.00

Region	Spots Aired
Southern Radio	453
Southern Television	0
Northern and Rural Radio	237
Northern and Rural Television	0

Monthly Total	690
Year to Date Total	970



*Report of NCSA Performance
Southern Radio*

Station	Frequency	Station Format	Spots Aired	Total Value*
KBAD	920 AM	Sports	8	\$800.00
KCYE	104.3 FM	Coyote Country	7	\$700.00
KENO	1460 AM	Sports	10	\$1,000.00
KHWY, Inc	98/99 FM	Contemporary/Highway News	20	\$2,000.00
KKJJ	100.5 FM	JACK	16	\$1,600.00
KKLZ	96.3 FM	Classic Rock	7	\$700.00
KLUC	98.5 FM	Contemporary Hits	86	\$8,600.00
KMXB	94.1 FM	Modern Adult Contemporary	14	\$1,400.00
KOMP	92.3 FM	Rock	9	\$900.00
KQOL	93.1 FM	Oldies	6	\$600.00
KQRT	105.1 FM	Mexican Regional Music	39	\$3,900.00
KSNE	106.5 FM	Adult Contemporary	9	\$900.00
KSTJ	102.7 FM	80's Music	7	\$700.00
KUNV	91.5 FM	Jazz	38	\$3,800.00
KVEG	97.5 FM	Contemporary Hits, Rhythmic	28	\$2,800.00
KWID	101.9 FM	Mexican Regional Music	11	\$1,100.00
KWNR	95.5 FM	Country Music	8	\$800.00
KXNT	840 AM	News/Talk	120	\$12,000.00
KXPT	97.1 FM	Classic Rock Hits	10	\$1,000.00

Spanish stations are represented in BLUE ink.

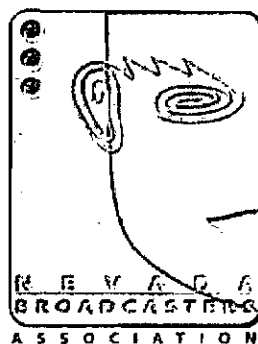
*Valuation is \$100 per spot.

	Spots	Dollars
Total Estimated Value	453	\$45,300.00



Relay Nevada PSA Spots Aired

(continued)



Relay Nevada

Total Dollar Return and Spots Aired for December 2005

Region	Total Estimated Value
Southern Radio	\$51,600.00
Southern Television	\$6,600.00
Northern and Rural Radio	\$20,925.00
Northern and Rural Television	\$4,400.00

Monthly Total	\$83,525.00
Year to Date Total	\$197,200.00

Region	Spots Aired
Southern Radio	516
Southern Television	33
Northern and Rural Radio	279
Northern and Rural Television	22

Monthly Total	850
Year to Date Total	1,820

Report of NCSA Performance
Southern Radio



Station	Frequency	Station Format	Spots Aired	Total Value*
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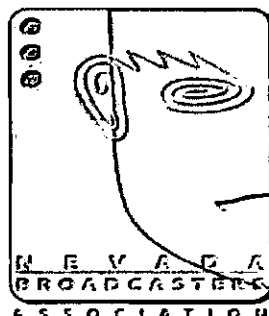
KBAD	920 AM	Sports	8	\$800.00
KCYE	104.3 FM	Coyote Country	13	\$1,300.00
KENO	1460 AM	Sports	10	\$1,000.00
KHWY, Inc	98/99 FM	Contemporary/Highway News	20	\$2,000.00
KKJJ	100.5 FM	JACK	26	\$2,600.00
KKLZ	96.3 FM	Classic Rock	13	\$1,300.00
KLUC	98.5 FM	Contemporary Hits	91	\$9,100.00
KMXB	94.1 FM	Modern Adult Contemporary	22	\$2,200.00
KNUU	970 AM	News	62	\$6,200.00
KOMP	92.3 FM	Rock	9	\$900.00
KQOL	93.1 FM	Oldies	9	\$900.00
KORT	105.1 FM	Mexican Regional Music	37	\$3,700.00
KRRN	92.7 FM	Spanish Music	39	\$3,900.00
KSNE	106.5 FM	Adult Contemporary	5	\$500.00
KSTJ	102.7 FM	80's Music	13	\$1,300.00
KUNV	91.5 FM	Jazz	26	\$2,600.00
KVEG	97.5 FM	Contemporary Hits, Rhythmic	15	\$1,500.00
KWID	101.9 FM	Mexican Regional Music	10	\$1,000.00
KWNR	95.5 FM	Country Music	4	\$400.00
KXNT	840 AM	News/Talk	74	\$7,400.00
KXPT	97.1 FM	Classic Rock Hits	10	\$1,000.00

Spanish stations are represented in BLUE ink.
*Valuation is \$100 per spot.

Total Estimated Value	516	\$51,600.00
Spots		Dollars



Relay Nevada PSA Spots Aired



Relay Nevada

Total Dollar Return and Spots Aired for January 2006

Region	Total Estimated Value
Southern Radio	\$75,800.00
Southern Television	\$6,000.00
Northern and Rural Radio	\$20,550.00
Northern and Rural Television	\$4,200.00

Monthly Total	\$106,550.00
Campaign Total	\$303,750.00

Region	Spots Aired
Southern Radio	758
Southern Television	30
Northern and Rural Radio	274
Northern and Rural Television	21

Monthly Total	1,083
Campaign Total	2,903



**Report of NCSA Performance
Southern Radio**

Station	Frequency	Station Format	Spots Aired	Total Value*
KBAD	920 AM	Sports	10	\$1,000.00
KCYE	104.3 FM	Coyote Country	8	\$800.00
KENO	1460 AM	Sports	10	\$1,000.00
KHWY, Inc	98/99 FM	Contemporary/Highway News	20	\$2,000.00
KKJJ	100.5 FM	JACK	29	\$2,900.00
KKLZ	96.3 FM	Classic Rock	8	\$800.00
KLUC	98.5 FM	Contemporary Hits	82	\$8,200.00
KMXB	94.1 FM	Modern Adult Contemporary	12	\$1,200.00
KNUU	970 AM	News	54	\$5,400.00
KOAS	105.7 FM	Jazz	10	\$1,000.00
KOMP	92.3 FM	Rock	10	\$1,000.00
KQOL	93.1 FM	Oldies	7	\$700.00
KQRT	105.1 FM	Mexican Regional Music	49	\$4,900.00
KSFN	1140 AM	Sports	246	\$24,600.00
KSNE	106.5 FM	Adult Contemporary	12	\$1,200.00
KSTJ	102.7 FM	80's Music	2	\$200.00
KUNV	91.5 FM	Jazz	19	\$1,900.00
KVEG	97.5 FM	Contemporary Hits, Rhythmic	22	\$2,200.00
KVGS	107.9 FM	Rhythm & Blues	5	\$500.00
KWID	101.9 FM	Mexican Regional Music	5	\$500.00
KWNR	95.5 FM	Country Music	7	\$700.00
KXNT	840 AM	News/Talk	100	\$10,000.00
KXPT	97.1 FM	Classic Rock Hits	10	\$1,000.00
KXTE	107.5 FM	Alternative Rock	21	\$2,100.00

Spanish stations are represented in BLUE ink.

*Valuation is \$100 per spot.

	Spots	Dollars
Total Estimated Value	753	\$75,300.00



Relay Nevada PSA Spots Aired

(continued)



Relay Nevada

Total Dollar Return and Spots Aired for February 2006

Region	Total Estimated Value
Southern Radio	\$52,400.00
Southern Television	\$8,200.00
Northern and Rural Radio	\$22,875.00
Northern and Rural Television	\$4,400.00

Monthly Total	\$87,875.00
Campaign Total	\$391,625.00

Region	Spots Aired
Southern Radio	524
Southern Television	41
Northern and Rural Radio	305
Northern and Rural Television	22

Monthly Total	892
Campaign Total	3,795



**Report of NCSA Performance
Southern Radio**

Station	Frequency	Station Format	Spots Aired	Total Value*
KBAD	920 AM	Sports	10	\$1,000.00
KCYE	104.3 FM	Coyote Country	2	\$200.00
KENO	1460 AM	Sports	9	\$900.00
KHWY, Inc	98/99 FM	Contemporary/Highway News	16	\$1,600.00
KKJJ	100.5 FM	JACK	26	\$2,600.00
KKLZ	96.3 FM	Classic Rock	2	\$200.00
KLUC	98.5 FM	Contemporary Hits	52	\$5,200.00
KMXB	94.1 FM	Modern Adult Contemporary	2	\$200.00
KNUU	970 AM	News	28	\$2,800.00
KOAS	105.7 FM	Jazz	7	\$700.00
KOMP	92.3 FM	Rock	10	\$1,000.00
KQOL	93.1 FM	Oldies	7	\$700.00
KQRT	105.1 FM	Mexican Regional Music	29	\$2,900.00
KRRN	92.7 FM	Spanish Music	93	\$9,300.00
KSFN	1140 AM	Sports	111	\$11,100.00
KSNE	106.5 FM	Adult Contemporary	3	\$300.00
KUNV	91.5 FM	Jazz	17	\$1,700.00
KVGS	107.9 FM	Rhythm & Blues	13	\$1,300.00
KWID	101.9 FM	Mexican Regional Music	4	\$400.00
KWNR	95.5 FM	Country Music	12	\$1,200.00
KXNT	840 AM	News/Talk	36	\$3,600.00
KXPT	97.1 FM	Classic Rock Hits	10	\$1,000.00
KXTE	107.5 FM	Alternative Rock	25	\$2,500.00

Spanish stations are represented in BLUE ink.

*Valuation is \$100 per spot.

	Spots	Dollars
Total Estimated Value	524	\$52,400.00



Relay Nevada PSA Spots Aired

(continued)



Relay Nevada

Total Dollar Return and Spots Aired for March 2006

Region	Total Estimated Value
Southern Radio	\$69,400.00
Southern Television	\$6,400.00
Northern and Rural Radio	\$26,025.00
Northern and Rural Television	\$3,200.00

Monthly Total	\$105,025.00
Campaign Total	\$446,050.00

Region	Spots Aired
Southern Radio	694
Southern Television	32
Northern and Rural Radio	347
Northern and Rural Television	16

Monthly Total	1,089
Campaign Total	4,604



**Report of NCSA Performance
Southern Radio**

Station	Frequency	Station Format	Spots Aired	Total Value*
KADD	93.5 FM	Top 40	10	\$1,000.00
KBAD	920 AM	Sports	10	\$1,000.00
KCYE	104.3 FM	Coyote Country	10	\$1,000.00
KENO	1460 AM	Sports	9	\$900.00
KHWY, Inc	98/99 FM	Contemporary/Highway News	20	\$2,000.00
KKJJ	100.5 FM	JACK	37	\$3,700.00
KKLZ	96.3 FM	Classic Rock	10	\$1,000.00
KLSQ	870 AM	Spanish Oldies/Talk	51	\$5,100.00
KLUC	98.5 FM	Contemporary Hits	70	\$7,000.00
KMXB	94.1 FM	Modern Adult Contemporary	4	\$400.00
KNUU	970 AM	News	31	\$3,100.00
KOAS	105.7 FM	Jazz	12	\$1,200.00
KOMP	92.3 FM	Rock	10	\$1,000.00
KQOL	93.1 FM	Oldies	6	\$600.00
KQRT	105.1 FM	Mexican Regional Music	79	\$7,900.00
KRRN	92.7 FM	Spanish Music	56	\$5,600.00
KSFN	1140 AM	Sports	117	\$11,700.00
KSNE	106.5 FM	Adult Contemporary	6	\$600.00
KSTJ	102.7 FM	80's Music	10	\$1,000.00
KVEG	97.5 FM	Contemporary Hits, Rhythmic	41	\$4,100.00
KVGS	107.9 FM	Rhythm & Blues	8	\$800.00
KWID	101.9 FM	Mexican Regional Music	17	\$1,700.00
KWNR	95.5 FM	Country Music	13	\$1,300.00
KXNT	840 AM	News/Talk	22	\$2,200.00
KXPT	97.1 FM	Classic Rock Hits	10	\$1,000.00
KXTE	107.5 FM	Alternative Rock	25	\$2,500.00

Spanish stations are represented in BLUE ink.

*Valuation is \$100 per spot.

	Spots	Dollars
Total Estimated Value	694	\$69,400.00

DOCKET NO. 03-123

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